

Request under Freedom of Information Act 2000

Request Ref: NGFOI 19/20: 117

Thank you for your request for information received at Northampton General Hospital NHS Trust (NGH) on 30/05/2019.

I am pleased to be able to provide you with the following information:

For each of the past three complete calendar years - i.e. 2016, 2017, 2018:

- 1. The total number of hospital-initiated outpatient appointment cancellations - i.e. cases where the hospital has cancelled the appointment*

<i>Year</i>	<i>Number of appointments cancelled by Hospital</i>
2016	9092
2017	10449
2018	57027

Please note that prior to the implementation of a new computer system in June 2018, outpatient appointments could be recorded as cancelled or rescheduled. Since that date, the new system has no capabilities to differentiate between the two. Therefore, a large percentage of the total 'cancellations' for the year 2018 will in fact be rescheduled appointments. This explains the large increase in numbers.

- 2. The number of appointments that were cancelled three or more times by hospitals, five or more times by hospitals and ten or more times by hospitals.*

<i>Year</i>	<i>No. of appointments cancelled 3 or more times by Hospital</i>	<i>No. of appointments cancelled 5 or more times by Hospital</i>	<i>No. of appointments cancelled 10 or more times by Hospital</i>
2016	131	10	0
2017	155	9	0
2018	2,831	548	14

- 3. The number of cancellations the single most frequently hospital-cancelled appointment had and the department where this appointment was due to take place.*

<i>Year</i>	<i>Number of cancellations the single most frequently Hospital-cancelled appointment had</i>	<i>Department</i>
2016	7	Clinical Oncology

2017	6	Clinical Oncology and Community Paediatrics
2018	15	Gynaecology